

REMARKS

Reconsideration and further examination of the subject patent application in view of the present Amendment and the following Remarks is respectfully requested. Claims 13-33 are currently pending in the application and stand rejected and claims 1-12 and 34 have been previously cancelled. Claims 13 and 23 have been objected to for informalities and claims 13-33 have been rejected under 35 U.S.C. §112, second paragraph, as being indefinite. Claims 13-17, 20, 23-27 and 30 have been rejected under 35 U.S.C. §103(a) as being unpatentable over U.S. Pat. No. 6108562 to Rydbeck et al. ("Rydbeck") in view of Masuhiro, (U.S. Pub. No. 2001/0003522), as have claims 18 and 28 over Rydbeck and Masuhiro further in view of Arndt et al. (U.S. Pat. No. 6,707,820). Claims 19 and 29 have been rejected under 35 U.S.C. §103(a) as being unpatentable over Rydbeck and Masuhiro further in view of U.S. Pub. No. 2002/0133596 to Border et al. ("Border"), as are claims 21 and 32 over Rydbeck and Masuhiro further in view of U.S. Pub. No. 2006/0034262 to Pogossiants et al. ("Pogossiants") and claims 22 and 33 over Rydbeck and Masuhiro further in view of U.S. Pub. No. 2002/0181670 to Meyer et al. ("Meyer"). Claims 13, 14, 15, 19, 20, 23-25, and 30 have been amended. After a careful review it is believed that the claims are in allowable form and therefore Allowance is respectfully requested.

Claim 13 has been objected to and has been amended generally in accordance with the Examiner's suggestions. The point of lines 12-13 is that, as shown in Fig. 3, the conversion device 76 is coupled to the microphone 74 and the conversion device 76 is also coupled to the speaker 72 not that the conversion device is between them. Thus, this claim phrase claims the disclosed structure but has been amended to further clarify. Claims 13 and 23 have been further amended to clarify that each of the plurality of network interfaces is connected to one of the multiplexer input

and to one of the communication networks, and each communication network is connected to the ACD (see e.g., p. 5, lines 24-28; p. 8, lines 8-19 and Figs. 3 and 4). Thus, the telephone system is connected to the ACD by a plurality of networks in parallel. Claims 13-33 have been rejected under U.S.C. §112, second paragraph as being indefinite. Claims 13 and 23 have been amended to clarify as discussed above, including by adopting the Examiner's suggestions, eliminating the term "wherein" in claim 23, and clarifying that the control signal is issued to the switch in claim 23, line 26. Thus, all claims are now believed to be in allowable form.

The claims 13-17, 20, 23-27 and 30 have been rejected as obvious in view of Rydbeck and Masuhiro. Rydbeck discloses a wireless mobile phone for communications on any one of several different types of wireless networks. Rydbeck however does not disclose an agent telephone system, or establish communications between an incoming call and the agent system through an ACD (see claim 13, lines 20-23) or have a plurality of network interfaces which are simultaneously connected to a plurality of communication networks coupled in parallel to an ACD as claimed (claim 13, lines 17-20). Rydbeck instead concerns communications with a number of independent networks only one of which is first selected by the microprocessor before a connection is made to the single selected network to the called party. Such a system is entirely different from the claimed system which connects simultaneously with a plurality of parallel communication networks to an ACD. Thus, Rydbeck's system has only one connection to the other party at any time and the call ends when the network connection is lost. This type of system would not be able to continue the call by reconnection of the interrupted call to the agent telephone from the ACD on a different network (claim 3, lines 24-31). Thus, Rydbeck fails to disclose the above claimed features, and is unsuitable to incorporate the claimed rerouting.

The Office Action concedes that Rydbeck does not disclose detection of a failure of a first network but that Masuhiro discloses detection of a failure. Masuhiro discloses a telephone terminal 30, 31 connected to a PBX system 20, 21, where the two PBX systems are in turn connected to each other via an IP network 10 or an ISDN link 11. Masuhiro further describes PBX 20 detecting a congested state (i.e., an increase in delay of packets) on IP network 10 connecting to PBX 21, which then requests a connection to PBX 21 via ISDN link 11. Each PBX system then changes the connection to an ISDN connection, and the PBX's then establish the communication between the telephone terminal 30, 31. Thus, Masuhiro does not connect a lost incoming call, but instead merely creates a new connection between two PBX's when an increase in packet delay, not a disconnection, is detected. It is important to note that Masuhiro shows two PBX systems interconnected by various network topology. It does not teach or disclose agent telephone system connected (ACD) through a plurality of network interfaces or reconnection of an interrupted call.

Even assuming the reconnection of a disconnected call, the concept of reconnecting a lost call combined with Rydbeck would not produce the claimed invention. Rydbeck is a system in which a mobile telephone determines which type of network is available in the area it's in, and makes a connection to that network. Only one network is connected to, and if the call is lost it cannot reconnect it. Rather, a new call would have to be made, presumably on the same network since that was the one found to be available for that mobile phone in that area. Even if it was another network, only one network is connected to at any time, not the plurality of connected networks called for by the claims. Further, the reconnection is between the ACD and the agent telephone system of a call still retained by the ACD, not generation of a new call between the customer and the agent as would be necessary in Rydbeck.

Further, applicant's claimed invention is an agent telephone system or agent station which is connected to an automatic call distributor (ACD) 16 by a plurality of communication networks through a plurality of network interface and a switch multiplexer (Claim 13 "the agent telephone system comprising...a plurality of network interfaces each connected to a respective one of the plurality of input lines of the switch multiplexer, each of the plurality of network interfaces connected to one of the plurality of communication networks...connected to the automatic call distributor...") The agent telephone is not a PBX, as is shown in Masuhiro. There is a significant difference between a telephone system connected to ACD and a PBX connected to a PBX. In Masuhiro, the telephone terminal 30 is directly coupled to the PBX not to the connection network. In applicant's invention, the agent telephone system 32 is coupled to the ACD 16, which is in turn coupled to the external switch or PSTN 18. Thus, Masuhiro is a completely different system which does not disclose the reconnection of a call retained by an ACD thru another previously connected network. In Masuhiro, the PBX or switch represents a major infrastructure investment by the operator, and is very expensive.

In contrast, in applicant's claimed invention, a plurality of network interfaces are coupled between the agent telephone system multiplexer and the plurality of communication network connecting to the ACD. This is a simple interface and permits a wide range of flexibility. For example, to install the Ethernet phone network 90 shown in Fig. 4, it is a simple matter of inserting an Ethernet card in the agent telephone system, which Ethernet card may cost as little as \$100. This is similar to installing an Ethernet card in a standard personal computer. It is a quick and inexpensive process. This is because such network interfaces couple the agent telephone terminal 32 with the ACD, and are not connecting a PBX to the PBX like the system in Masuhiro. An ACD is not a PBX

nor is an agent telephone, and the two components cannot be equated.

The claimed feature of an agent telephone system which connects to an ACD via a plurality of parallel communication networks and interfaces is missing in Masuhiro. In addition, the element of a plurality of network interfaces coupled to the switch multiplexer to couple a selected network from the ACD to an input line of the multiplexer to establish communication between a caller and the agent through the ACD is missing in Masuhiro. In addition, none of the references teach the claimed feature of a failure causing disconnection, with the microprocessor issuing a control signal in response to the disconnection to reroute the disconnected call through the second network.

Because at least these significant element of applicant's claimed invention are missing from the system of Rydbeck and in Masuhiro, the claimed invention is believed to be distinguishable over the combination. In the present case, none of the references, taken either individually or in combination, teaches or suggests the above discussed elements of applicant's claimed system. None of the secondary references add anything of significance to the combination, and none of these secondary references teaches or suggests the key features missing from Rydbeck and Masuhiro, namely that the plurality of network interfaces connect the agent telephone to the plurality of networks which connect to the ACD. There is no connection between the agent telephone system and the external switch (i.e. PBX) because the ACD is coupled between the agent telephone system and the external switch. Thus, independent claims 13 and 23 are Rydbeck and Masuhiro, and are therefore believed to be allowable. Similarly, the dependent claims 14-22 and 24-33 are believed to be allowable because they depend from now allowable claims 13 and 23.

In addition, claim 20 calls for indicating to the agent whether a call is a reconnection of a prior disconnection or a new call, and claim 30 calls for accepting the next incoming call from the

ACD as a reconnection. The Office Action states that these features are disclosed by Rydbeck and Masuhiro. However, neither these two references nor any of the others disclose the indication, or acceptance of a new call from the ACD as being a reconnection. Thus, these claims are believed to be further distinguishable over the cited references.

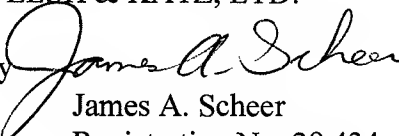
The Office Action has rejected Applicants' prior arguments on several grounds relating to ACD limitations. However, Applicants' arguments are not that the claims are directed to an ACD, but rather they are to an agent telephone system (or related method) connected to an ACD through a plurality of networks in parallel. Further, claims 23-33 claim a method establishing communication in a system in which an agent telephone system is connected to an ACD through a plurality of networks in parallel. Applicant's arguments are directed to the above described system and method claimed. Thus, for example, a connection by a plurality of networks to an ACD is recited in the claims (e.g., Claim 13, "each communication network also connected to the automatic call distributor..."); and communications through the ACD is recited in the claim (e.g., Claim 13, "...permit establishing communications...through the automatic call distributor over one of the plurality of communication networks..."). Further, Applicants are not arguing that the invention is to insert an ACD between an agent telephone and the PSTN, rather that is part of the environment that the invention operates in, and in which it provides advantages not provided by or contemplated by the prior art. Claim 13 claims an agent telephone system for connection to an ACD to establish communications, it does not claim an ACD, and claim 23 claims a related method performed by the agent telephone system. The ACD is a device that the agent telephone system is to be connected to in order to perform its functions. The prior art cited does not teach such a system or method for use or utilizable in connection with an ACD. Thus, Applicants' arguments do not rely on the preamble

but rather relies on recited claim features found in the body of the claim.

For the foregoing reasons, applicant submits that the subject application is in condition for allowance and earnestly solicits an early Notice of Allowance. Should the Examiner be of the opinion that a telephone conference would expedite prosecution of the subject application, the Examiner is respectfully requested to call the undersigned at the below-listed number.

The Commissioner is hereby authorized to charge any additional fee which may be required for this application under 37 C.F.R. §§ 1.16-1.18, including but not limited to the issue fee, or credit any overpayment, to Deposit Account No. 23-0920. Should no proper amount be enclosed herewith, as by a check being in the wrong amount, unsigned, post-dated, otherwise improper or informal, or even entirely missing, the Commissioner is authorized to charge the unpaid amount to Deposit Account No. 23-0920.

Respectfully submitted,
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